

Advance Letter

March 20, 2000

Dear Veteran:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of veterans who have recently received a VA home loan guaranty, or recently refinanced their VA home loan.

This letter is simply to let you know you have been selected to participate in this survey. In about a week, you will be receiving a questionnaire in the mail.

The survey is completely confidential and will not affect your benefits in any way. A national research organization, The Gallup Organization, is conducting this survey for VA.

Your help with the survey is very important -- VA needs to know about your experience so that we can improve our home loan guaranty process. Please take the time to complete and return the questionnaire when it arrives.

I would like to add how much we appreciate your assistance with this important project. Your participation will help us to continue to improve service to veterans and their families.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Joseph Thompson", with a stylized, flowing script.

Joseph Thompson
Under Secretary for Benefits

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <http://www.va.gov> via the Internet. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/surveys/>.

First Mailing Cover Letter

March 24, 2000

Dear Veteran:

Enclosed is the questionnaire I wrote to you about recently. As part of our commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons, like yourself, who have recently received a VA home loan guaranty, or recently refinanced their VA home loan.

Your answers are very important because you have personal experience with VA and its process for receiving a VA home loan. You were selected for the survey because you recently applied for or received this benefit. Survey findings will be reported to VA Regional Loan Centers and to VBA. Your experience and opinions can help to improve the process for you and other recipients of VA home loans.

Your answers will not affect your current or future benefits. While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for any future veterans benefits will not be affected in any way.

Please remember, your answers will be confidential. VA has asked an independent, national research organization, The Gallup Organization, to conduct the survey. After gathering information from the survey, Gallup will remove your name and any other identifying information before providing the survey data to VA. There is no way your answers will be linked to you.

If you have questions about this survey or the questionnaire itself, please call the Gallup office at 1-800-788-9987. You may also wish to call your local VA Regional Office at 1-800-827-1000.

By helping us, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Joseph Thompson", with a long, sweeping horizontal line extending to the right.

Joseph Thompson
Under Secretary for Benefits

Enclosure

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**U.S. DEPARTMENT OF VETERANS
AFFAIRS
VETERANS BENEFITS
ADMINISTRATION**

Recently, we mailed a survey to you as part of a study of customer satisfaction with the **VA Home Loan Guaranty Process**.

- If you have returned the survey, thank you.
- If not, please take a few minutes now to complete and return the survey.
- If you have lost or misplaced the survey, or if you have questions, please call the Gallup Survey Helpline at 1-800-788-9987.

THANK YOU

THE GALLUP ORGANIZATION
300 South 68th Street Place
Lincoln, Nebraska 68510 USA

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First Class Mail
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Lincoln, NE



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Second Mailing Cover Letter

April 4, 2000

Dear Veteran:

About two weeks ago, we sent you a questionnaire as part of a national study of customer satisfaction with the VA Home Loan Guaranty process. Because we have not yet received your reply, I am writing again requesting your help with this important study. **Your participation will not affect your current or future benefits**, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.

You were selected to participate in this survey as part of a national sample of persons who recently received a VA home loan guaranty, or recently refinanced their VA home loan. Your answers are very important because **you** have personal experience with the VA and its benefits process. We really want to know your experiences -- good, bad or indifferent -- because they will help us better understand what parts of the process are working well and, frankly, what parts need to be fixed. The survey findings will be reported to the individual VA Regional Loan Centers and policy-makers in the Veterans Benefits Administration.

Remember, your answers will be confidential. VA has asked The Gallup Organization, an independent, national research organization, to conduct the survey. If you have any questions about this survey or the questionnaire itself, please call a Gallup representative at 1-800-XXX-XXXX or call VA at 1-800-827-1000.

A replacement questionnaire has been enclosed in case you did not receive the first one or you have lost it. **If you have already mailed in your completed questionnaire, please do not complete this one.** If not, however, please take the time to complete this questionnaire and return it in the enclosed envelope.

By helping us, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Joseph Thompson", with a stylized, flowing script.

Joseph Thompson
Under Secretary for Benefits

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at **<http://www.va.gov>** via the Internet. For information about customer satisfaction surveys, go to **<http://www.vba.va.gov/surveys/>**.